

UL PATH™ SmartSuite FAQs

UL's experts reply to your questions about UL PATH™, a full digital solution that provides retailers and brand owners deep visibility into their program data to evaluate both supply chain and product performance in an easy-to-use online platform.

Q: Can fields in service request form be customized?

A: Yes. UL can customize the form as needed. Fields can be drop-down or static.

Q: If product protocol is not currently available, can customers access through the system?

A: Yes. Customers can request permission for specific protocol needs through UL, as some information may be proprietary.

Q: Can the SmartDoc repository store information from outside sources?

A: Yes. UL can customize SmartDoc as needed.

Q: Can the customers' vendors access the repository?

A: Yes. UL can provide a different level of access to vendors, which allows the vendor to view only their test results/reports.

Q: Will notifications be sent to vendors when action is required on CAPA?

A: Yes. If no action has been taken within a specific time frame, a notification will be sent to the vendor as a reminder.

Q: Will the system provide a field where another team member can be assigned to a task within the disposition process?

A: UL found this feature was not commonly used by customers. Therefore, this is not a viable option.

Q: Does the system provide reporting for key performance indicators (KPIs)?

A: Yes. The analytics overview capability can provide this information.

Q: Can PATH SmartSuite link to other platforms?

A: Yes. If the system being used has the capability to interact with UL PATH™ SmartSuite, information can be pulled from other sources.

Q: How does the system pull information correctly?

A: The system pulls from the matching UL PATH™.

To learn more about UL PATH™ SmartSuite full digital solution, please visit ul.com/services/path-smartsuite-full-digital-solution, or contact us at NBK.PATHSmartSuiteDemo@ul.com.



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